



Commonwealth of Virginia

2019-20 Pharmacy Flu Shot Program

Questions and Answers

Q1. What retail pharmacies are participating in the flu shot program?

A1. Participating retail pharmacy chains and independents include a number of national pharmacy and grocery store chains. Even though a pharmacy chain is on the list, every local Virginia pharmacy in that chain may not be participating. Be sure to call your local pharmacy to find out if it is participating in the Commonwealth of Virginia flu shot program and when you may schedule a flu shot. Also see the COVA Care and COVA HDHP [participating pharmacy list](#). Check often for updates since the list may change.

Q2. What happens if I get a flu shot at a pharmacy that does not participate in the program?

A2. If you get a flu shot at a non-participating pharmacy, you will have to file a paper claim and may be required to pay the difference between Anthem's allowable charge and the pharmacy's charge for the flu shot.

Q3. Can I get a flu shot in Richmond at Capitol Square Healthcare?

A3. Capitol Square Healthcare will provide free regular and high dose flu shots onsite to state health plan members beginning in early October. Appointments can be made at www.capitolsquarehealthcare.com. While walk-ins are accepted, appointments are encouraged. COVA Care, COVA HDHP and COVA HealthAware members will receive a flu shot at no cost. Other plan members, wage employees and those without state health coverage will pay the actual cost of the vaccine.

Q4. Can I get a flu shot at a retail health clinic, such as a Minute Clinic?

A4. Flu shots will be covered at participating [retail health clinics](#) for COVA Care and COVA HDHP members. Drug store retail clinics are covered under the medical benefit, not pharmacy.

Q5. Can I still get a flu shot at my doctor's office?

A5. COVA Care and COVA HDHP will pay 100 percent for flu shots administered at physicians' offices. However, your doctor may charge a copayment for the visit which will not be reimbursed.

Q6. When can I receive a flu shot at my local pharmacy?

A6. COVA Care and COVA HDHP members can receive flu shots at local participating pharmacies as soon as the drug stores have vaccine available and begin giving shots. Flu shots should be available for the duration of the flu season.

Q7. Are there any special requirements to get a free flu shot?

A7. Be sure that you and covered family members present a photo ID and your plan ID card at the pharmacy or clinic counter so that your eligibility and coverage can be confirmed.

Q8. Does a pharmacist working for the participating drug store or clinic have to administer the flu shots?

A8. Be sure to ask whether the flu shot clinics are being done by the pharmacy or a third party vendor. To be covered at no cost to you through the pharmacy benefit, a flu shot must be administered through the pharmacy and processed by the pharmacy online under the Anthem pharmacy benefit. Be sure to check before getting the flu shot to be sure that the pharmacy or clinic will not charge you. If the participating pharmacy will not process your flu shot for free, ask the pharmacist to call the pharmacist helpline on the back of your ID card.

Q9. Will there be walk-in service available or will members have to make an appointment at participating pharmacies?

A9. An appointment may be required by the pharmacy. Plan members should call the participating flu shot program pharmacy to determine when pharmacy flu shots are available.

Q10. Do children need a prescription to receive a flu shot?

A10. Children under 18 may need a prescription to get a flu shot at a pharmacy. Depending on the pharmacy, the pharmacist can call the doctor for a prescription. Parents should call ahead to find out if the pharmacy will dispense a flu shot to children and to inquire if the pharmacy has an age limit.

Q11. Who can receive a high dose flu shot?

A11. Any COVA Care and COVA HDHP member can receive a high dose flu shot. It is recommended for diabetics and others with certain chronic conditions.

Q12. Will the FluMist® nose spray vaccine be available?

A12. In line with federal Centers for Disease Control and Prevention (CDC) recommendations, the flu shot program WILL cover the *FluMist* live vaccine during the 2019-20 flu season.